

**IT Professional Technical Services  
Master Contract Program  
902TS  
Statement of Work (SOW)  
For Technology Services  
Issued By  
Minnesota Department of Public Safety  
Bureau of Criminal Apprehension**

**Project Title: Release and Deployment Management (R&D)  
Service Category: Business Analyst**

**Business Need**

Minnesota Justice Information Services (MNJIS) requires a solution for consistently managing application releases and deployments. MNJIS is working on one consistent methodology for defining or implementing releases and deployments, to better protect the integrity of our test and production environments by minimizing risk and enhancing general communication, education, and training both with impacted customer groups and MNJIS technical personnel. In addition, MNJIS resources will be more efficiently coordinated regarding Release and Deployment initiatives and associated activities.

MNJIS has been working toward implementing a Release and Deployment Management solution over the past year that fully aligns with MNJISs Information Technology Infrastructure Library (ITIL)v3 strategy and roadmap. The work completed so far includes the research, recommendation and acquisition of a toolset that will meet the needs of the organization. A successful Proof-of-Concept (POC) was implemented in a test environment and a pilot phase is currently underway, with one BCA MNJIS application, BioID, already migrated to the new toolset, IBM Rational Team Concert and UrbanCode's AnthillPro. The pilot phase will include demonstrations and "conference room pilot" simulations to assess and solicit feedback on the pilot implementation. Feedback obtained through this process will be incorporated into the solution. Phased migrations of applications will commence after the pilot phase, and will culminate in a complete cutover to the new solution and subsequent retirement of older processes and technologies.

**Assumptions:**

- Sufficient budget and human resources will be allocated to initiative
- Timeline is realistic
- Can execute R&D processes without automation
- Governance Team support
- R&D policy, process, and related procedures will serve to better coordinate staff and will minimize, if not eliminate release-related unplanned interruptions to test and production environments.
- Current performance can be base-lined
- Future performance can be measured regarding attainment of objectives.

The mission of the BCA is to protect Minnesotans and all who visit our state by providing services to prevent and solve crimes in partnership with law enforcement, public safety and other criminal justice agencies. The MNJIS division supports the mission of our criminal justice partners, namely through facilitating access and the exchange of information between sources of criminal justice data. The Release and Deployment Management Project will help ensure the timely and reliable delivery of information services to our criminal justice partners.

## Project Deliverables

- Desired system features
  - Common, consistent process and procedures for Release and Deployment Management
  - End-to-end traceability and tracking of all Configuration Item (CI) changes
  - Integration with requirements management tool
  - High degree of automation of the release and deployment process
  - Repeatability, traceability and integrity of releases
  - Increased reliability and confidence in the verification and validation process
  - Facilitate the easy implementation of release contingency options
  - Integration with Change Management process
- Specific deliverables required
  - Release and Deployment Management Policy, Process and Procedures
  - Internal Reports, Customer Reports
  - Metrics and Key Performance Indicators (KPIs)
  - Auditing Process
  - Feedback Procedure
  - Customer Communication
  - Network Operations Staff Education and Training
  - Templates and Checklists

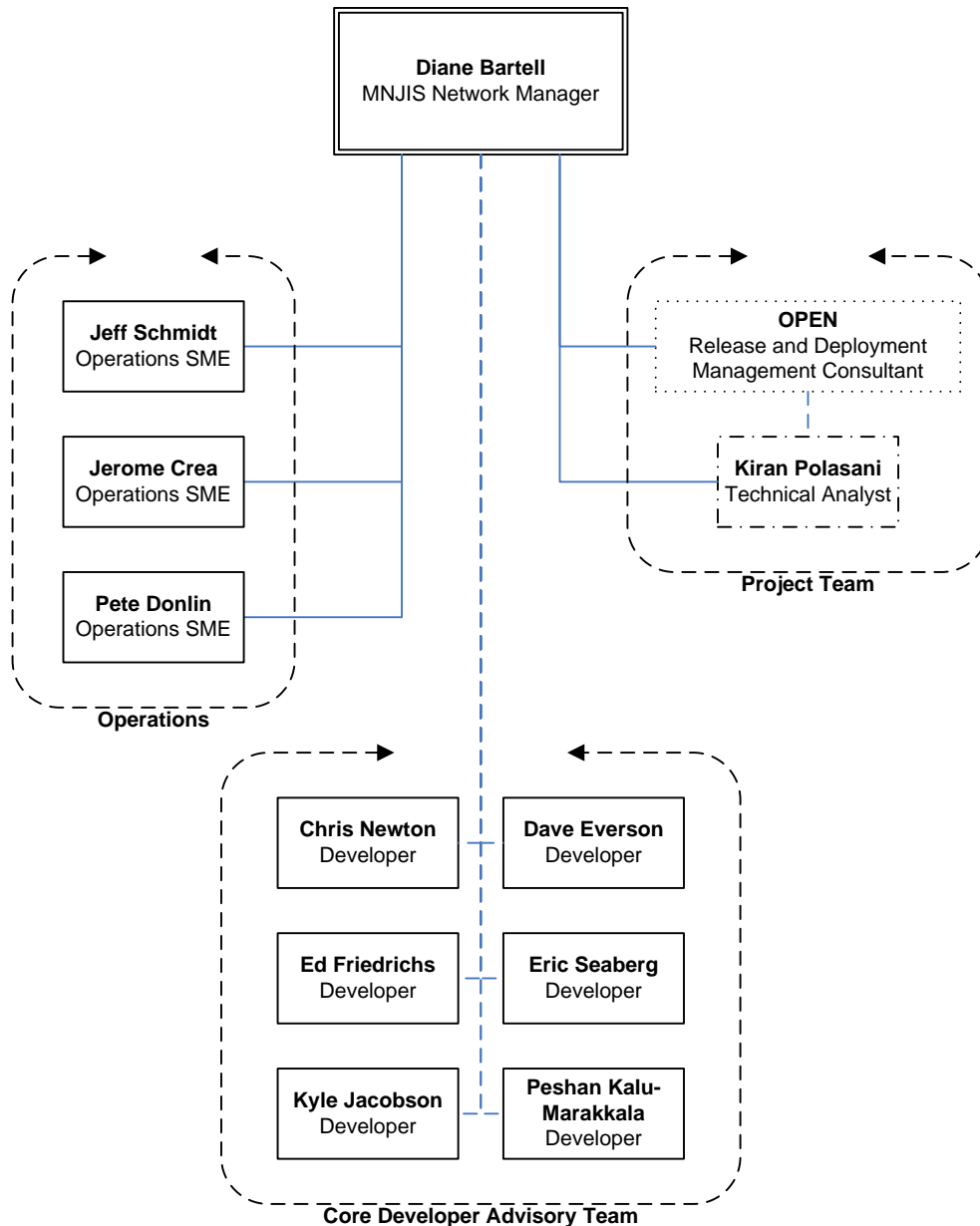
## Project Milestones and Schedule

- Engagement Start Date
  - Monday October 11, 2010

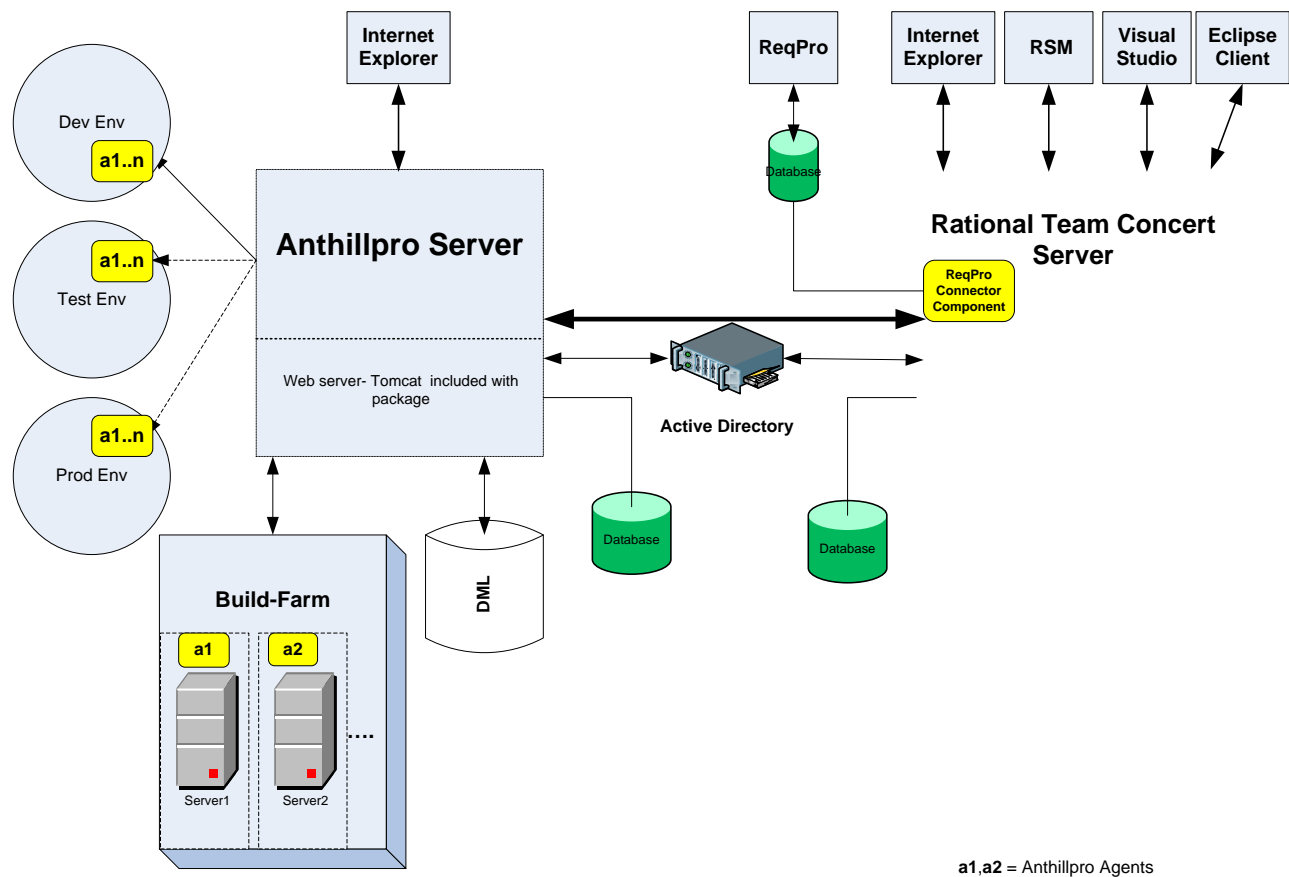
## Project Environment (State Resources)

- Staff descriptions:
  - a) Number of people on the project
    - Project Manager: 1
    - Core Developer Advisory Team: 6
    - Operations Subject Matter Experts (SMEs): 3
  - b) Project Manager Name
    - Diane Bartell
  - c) Basic organizational structure (organizational chart) of the project, see below

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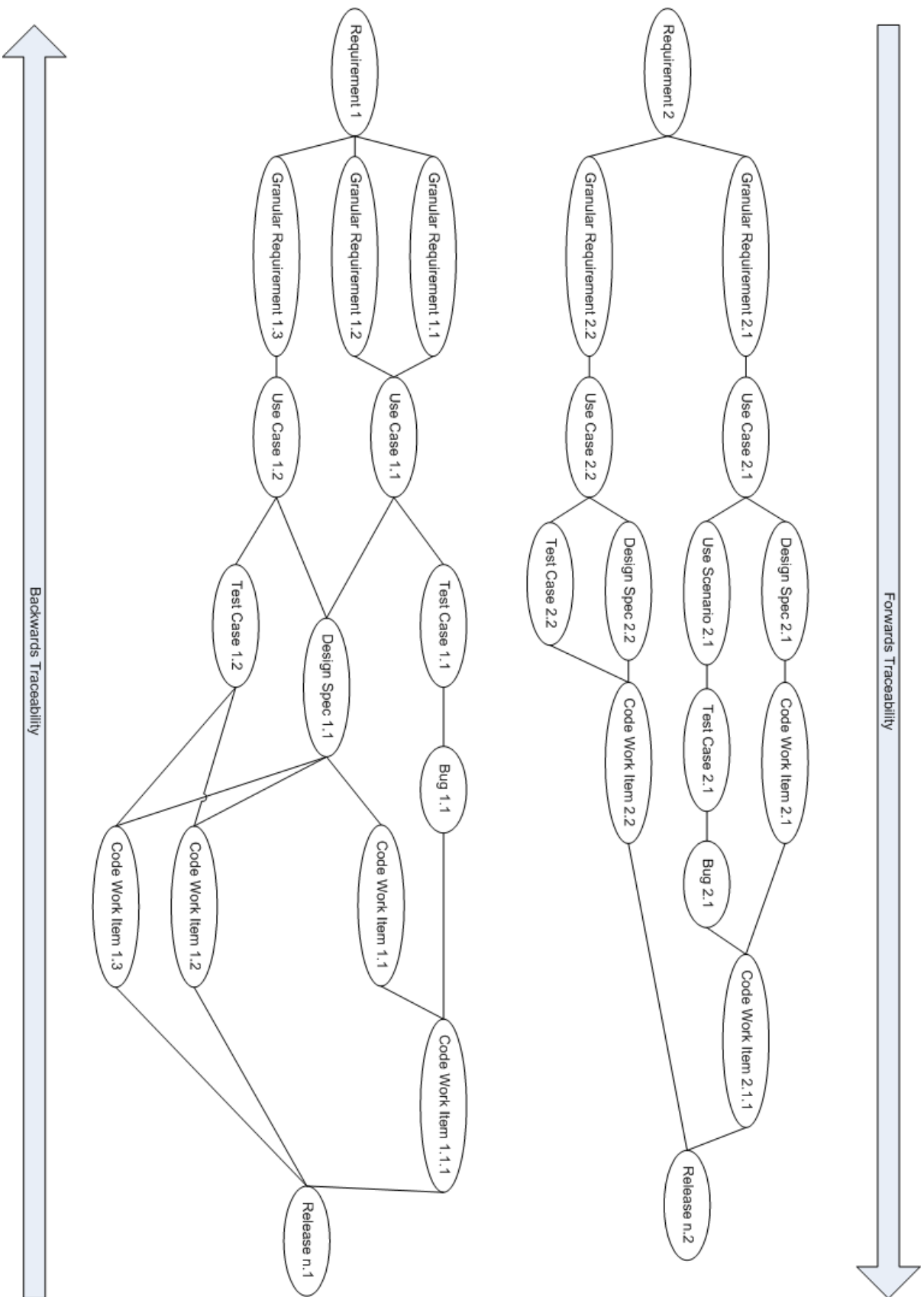


- d) Staff proficiency levels and experience (with methodology, tools, etc.)
- ITIL Methodology:
  - IBM Rational Team Concert: None; training is being planned.
  - Urbancode AnthillPro: None; training is being planned.
  - Rational Requisite Pro: Proficiency level varies by role; training is underway.
  - Rational Software Modeler: Proficiency level varies by role.
  - Rational Software Architect: Proficiency level varies by role.
  - Fortify SCA: Proficiency level varies by role; training is being planned.
  - Current support structures in place (e.g. hardware/ software applications, training group, tools, etc.), especially those with which the vendor resource might have to interface or integrate.
    - Hardware: Production environment with hardware resources capable of handling the needs of release and deployment tools.
    - Software: A release and deployment toolset comprising of IBM Rational Team Concert (RTC), Urbancode AnthillPro, Rational Requisite Pro, Fortify SCA, and automated testing tools such as QuickTestPro, Load Runner, etc.
  - Relevant models such as an organizational chart, event model, process model, etc.
    - The following is a conceptual architecture diagram depicting the proposed end-state solution:



- The following is an illustration of end-to-end traceability that is a key goal of the project:

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## Project Requirements

- System implementation will be performed at the BCA facility at 1430 Maryland Ave E, St. Paul.
- Successfully passing the BCA Background Check will be a condition of accepting the position.
- Significant training of staff will be required for the rollout of a new toolset for Release and Deployment Management. Thorough planning for training, including but not limited to, customization, content determination, and scheduling, will need to be performed.
- The resource selected from this SOW will work with BCA contract vendors and staff to implement upgrades and updates to the system.
- Compliance with the Statewide Enterprise Architecture, Dept. of Public Safety Security Architecture, and State of Minnesota Nonvisual Technology Access Standards.
- Compliance with Statewide Project Management Methodology.
- Compliance with BCA MNJIS project management and software development methodology.
- Compliance with applicable industry/agency standards.
  - The project is intended to align with ITILv3 recommended best practices, especially in the area of Release and Deployment Management.

## Required Skills

Required minimum qualifications such as:

- Master Contract resource type/ category
  - Business Analyst
- Years of experience
  - 8 years of experience as a Business Analyst
- Required Skill Type
  - Extensive experience with Software Development Lifecycle frameworks and process improvement
  - IBM Rational Team Concert
  - Urbancode AnthillPro
  - IBM Rational Requisite Pro
  - IBM Rational Software Modeler
  - Development experience with major technologies such as Java/J2EE, C#/.Net, and other similar technologies.
  - Experience with build and deployment automation
  - Information Technology Infrastructure Library (ITIL)
  - Two years Project Management experience

## Desired Skills

- Technical
  - ITIL v3 Certification
  - Thorough understanding of ITIL Release and Deployment Management concepts.
  - Familiarity with various software configuration management (SCM), workflow and issue tracking tools such as Visual SourceSafe, Subversion, Team Foundation Server, and BugZilla.
  - Familiarity with build automation tools and requirements management tools.
  - Experience implementing an end-to-end Release and Deployment Management solution.
  - High level of familiarity with IBM Rational Team Concert and Urbancode AnthillPro.
  - Release Management tool integration experience.
- Business
  - Ability to understand business drivers and relate them with technical implementation work.
  - Ability to prioritize business requirements to deliver maximum value.
  - Ability to drive change to business process in the organization.
  - Planning, organizing, and reporting experience.
  - Process design, implementation, and optimization experience.
  - Customer-focus and results orientation.
  - Ability to work with other contract vendors as needed.

## References

Provide three (3) references from similar prior engagements. These contacts should be from the firm or agency the engagement was performed, not from contract firm. Contact may be peer, manager, or supervisor on site. Provide the following contact information:

- Contact name, title, and phone
- Firm or Agency and name of project
- Dates and role on the project

## Process Schedule

- |  |                           |
|--|---------------------------|
| • Deadline for Questions                     | 09/22/2010, 2:00 p.m. CDT |
| • Posted Response to Questions               | 09/23/2010, 2:00 p.m. CDT |
| • Proposals due date                         | 09/27/2010, 2:00 p.m. CDT |
| • Anticipated proposal evaluation begins     | 09/28/2010, 9:00 a.m. CDT |
| • Anticipated proposal evaluation & decision | 09/30/2010, 2:00 p.m. CDT |

## Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 09/22/2010, 2:00 p.m. CDT.

Name: Maureen Janke

Department: Department of Public Safety, Bureau of Criminal Apprehension

Telephone Number: 651-793-2720

Email Address: [maureen.janke@state.mn.us](mailto:maureen.janke@state.mn.us)

Questions and answers will be posted on the Office of Enterprise Technology website by 09/23/2010, 2:00 p.m. CDT ([www.oet.state.mn.us](http://www.oet.state.mn.us)).

## SOW Evaluation Process

Responses will be scored accordingly

- Experience (30%)
- Skills (30%)
- References (10%)
- Cost (30%)

## Response Requirements

Vendor must have been previously qualified for the 902TS program with OET's Master Contract Program and be qualified in the Business Analyst resource type.

One copy of the following for each Vendor presenting resources: Attach these documents to the Original overview cover letter and have it signed by an officer of the company.

- Company overview cover letter (limit to two (2) pages). Ensure items below are identified.
  - a) Company history, growth
  - b) Current financial data if publicly available
  - c) Description of the vendor's understanding of the need and explanation of their proposed solution.
  - d) Conflict of interest statement as it relates to this project
- Required forms to be returned that must be included in proposal
  - a) Affirmative Action Certificate of Compliance <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
  - b) Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
  - c) Immigration Status Certification <http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>
  - d) Location of Service Disclosure  
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
  - e) Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
  - f) Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

- g) Minority or woman owned company (if applicable)

Each candidate resource being presented by Vendor must be submitted with one "Original" included with the Vendor's background information as stated above; three copies and one electronic (C.D. or thumb drive) copy

- 1) Resume
- 2) References: Provide three from similar engagements (see instructions above).
- 3) Hourly rate

## Proposal Submission Instructions

- Response Submittal Information:
  - a) BCA/MNJIS
  - b) 1430 Maryland Avenue East, St. Paul, MN 55106
  - c) Label the response Attention: Maureen Janke – Response to Release and Deployment Business Analyst
- Submit in person to BCA front desk receptionist or by mail by response deadline of 9/27/2010, no later than 2:00 p.m. CDT.
- Number of copies 1 original, 3 copies, 1 electronic copy
- Key dates:
  - a) Response due date – 9/27/2010 no later than 2:00 p.m. CDT.
  - b) Vendor's price/terms guarantee must be valid for the length of the engagement.
  - c) No other person is authorized to answer questions regarding this Statement of Work. All vendors are to follow the above instructions regarding posting questions only to the named contact.

## General Requirements

### Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

### Liability

#### Indemnification and Hold Harmless

The Contractor must indemnify, save, and hold the State, its agents, and employees harmless from any claims or causes of action, including attorney's fees incurred by the State, arising from the performance of this contract by the Contractor or the Contractor's agents or employees. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligations under this contract.

### Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.



## Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

## Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

## Veteran-owned/Service Disabled Veteran-Owned Preference

In accordance with Laws of Minnesota, 2010, Chapter 333, Article 2, Section 3, Subdivision 6a, eligible certified veteran-owned businesses, with their principal place of business in Minnesota and Center for Veteran Enterprises verified (CVE Verified) by United States Department of Veterans Affairs, will receive up to a 6 percent preference in the evaluation of their proposal.

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses include certified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Laws of Minnesota, 2010, Chapter 333, Article 2, Section 3, Subdivision 6a).

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses must be **currently** certified by the U.S. Department of Veterans Affairs (in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74) prior to the solicitation opening date and time to receive the preference.

Information regarding certification by the United States Department of Veterans Affairs may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses should complete and **sign** the **Veteran-Owned/Service Disabled Veteran-Owned Preference Form** in this solicitation. Only eligible, certified, veteran-owned/service disabled small businesses that provide the required documentation, per the form, will be given the preference.